

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of	)	MAIL STOP Amendment
	)	
B. Reilly BARRY et al.	)	Group Art Unit: 3621
	)	
Application No.: 09/159,503	)	Examiner: J. Murdough
	)	
Filed: September 24, 1998	)	Confirmation No. 5202
	)	
For: INTEGRATED BUSINESS	)	
SYSTEM FOR WEB BASED	)	
TELECOMMUNICATIONS MANAGEMENT	)	

**AMENDMENT**

U.S. Patent and Trademark Office  
Customer Window, Mail Stop Amendment  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

Sir:

In response to the non-final Office Action dated September 28, 2009, Applicants  
amend the present application as follows.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 12 of this paper.